



Indigenous Disability Advocacy Service

Suite 4, 2 – 6 Kendall Street, Parramatta, NSW, 2150

Advocacy Referral Information

The Indigenous Disability Advocacy Service [IDAS] is funded to service Indigenous persons with a disability in Western Sydney and Regional centres in areas of high need in NSW, in consultation with Family and Community Service and Department of Ageing Disability and Home Care.

IDAS can assist indigenous people with most types of disabilities, their families and carers when the person they are looking after needs help, especially if they have been unfairly treated or are confused about a big decision.

It is very important that your client tells us what they want to happen, as we are guided by the client's wants. The first two things that an IDAS worker will ask your client is 'What result do they want?' and 'What do they want to see changed? If we are unable to assist we will tell your client why we can't assist and if possible we will put your client in contact with other services which may be able to help.

Attached is an advocacy referral form for IDAS. The form is designed to be used by organisations and service providers wishing to refer an Indigenous person with a disability to IDAS. Individuals with a disability and their family can still seek the assistance of an advocate by contacting IDAS directly.

The aim of this referral system is to ensure that we assist client with the most urgent need first.

It will help us a great deal if you or your client can complete the attached form and **add any additional information that will help us to quickly understand the issues involved**. If your client has any questions feel free to contact IDAS.

Below is an excerpt from our brochure about the advocacy services we provide:

Discrimination – assist your client to consider or undertake Human Rights and Equal Opportunity Commission or Anti Discrimination Board complaint.

Information and options – primarily provide your client with assistance and strategies to self advocate.

Counselling – listen to your client and assist you to deal with issues that cannot be easily changed.

Negotiation – informal negotiations via letters, e-mail, telephone or in person to get outcome you request, eg: negotiating with organisations and individuals.

Link to other services – assisting by primarily putting your client contact with appropriate services, eg: Homecare, Creditline, sexual assault services, Community living support services, etc.

Support – providing your client with direct support eg: at court, at a case conference or other meetings.

Complaint process – assist your client in making a complaint, eg to the Ombudsman, Police, Centrelink, Social Security Appeal Tribunal, Complaints Resolution and Referral Service, Health Care Complaint Commission, etc.

Legal help or options – assist your client to **obtain** legal help and advice. **IDAS does not** give legal advice.



Indigenous Disability Advocacy Service

Advocacy Referral Form

Date/..../....

Has the person you are referring used IDAS before, if so when? YES / NO

Has the client given permission for IDAS to contact them? YES / NO

Surname

First

DOB

Male/Female

Address

Street

Town/Suburb

Postcode

Telephone

Home	Work
Mobile	Email

Disability – *What type of disability does the person have?*

Contact person / Carer – *If applicable, is there a family member, friend, carer or advocate IDAS should know about?*

Referring agency – *Referring person's name and contact details.*

Summarise the main issues [add extra pages if necessary – list any information IDAS needs to know to assist the client.]

What outcome does the client want? – *How would they like IDAS to help them?*

How urgent is the matter? – *Are there upcoming events that IDAS needs to know about, eg: legal proceedings, eviction, appointments, deadlines, etc? [please attached any documents]*

Send to IDAS, Suite 4, 2 – 6 Kendall Street, HARRIS PARK NSW 2150

Phone: 02 9787 7688

Fax: 02 9687 7699